



*Making Business Easy
in the City of Sunnyvale*



Your Business is Important!

If you have just recently opened your business in Sunnyvale, the City wishes to welcome you to our diverse and robust business community. If you have been doing business here for some time already, we thank you for your continued contribution to the quality of life we have all come to enjoy in Sunnyvale.

Whether your business is new or established, we are dedicated to giving your business the support it needs and deserves to thrive. Clearly, we understand that your success is our success.

While you may already know the City of Sunnyvale has been nationally recognized for its superior Public Safety, Public Works, Parks & Recreation and other city services, what you may not know is how these high standards are maintained year after year. The revenue generated by Sunnyvale's 10,000 retailers, hotels, office, industrial, high tech, bioscience and other businesses accounts for the majority of the annual funds necessary to support the City's services. In order for these services to thrive, Sunnyvale businesses must also thrive, and that can only happen if such local merchants are patronized.

Drawing on the adage that knowledge is power, the City has adopted a "Sunnyvale Supports Business" awareness campaign to remind City employees, residents, and businesses alike that the money they spend at Sunnyvale establishments has a direct, positive impact on the community's continued vitality. The City is confident that its global approach will not only boost support of Sunnyvale commerce but foster civic pride as well.

This "*Making Business Easy in the City of Sunnyvale*" information package has been prepared and provided to you as a complimentary tool to make doing business in Sunnyvale as convenient as possible. Within this one handy reference, you'll quickly be able to find the information, people and places that you may need to help you succeed. We hope you'll find it useful!

Once again, we thank you for choosing to be part of the Sunnyvale business community. It is our sincere desire to support your business efforts in a way that is meaningful for you. If you have any questions or comments, please call the Sunnyvale Economic Development Division at 408-730-7607 or email us at econdev@ci.sunnyvale.ca.us.

Karen Davis
Economic Development Manager

What Is The "Sunnyvale Advantage"



Sunnyvale is proud of the national recognition it has received as a leading edge, trend setting city. In 1993, President Bill Clinton and Vice President Gore visited Sunnyvale to honor our city as the national model for service and performance. This tradition of service, performance and efficient municipal management continues as we begin the new millennium.

Sunnyvale's prime location in Silicon Valley offers access to one of the most vigorous business environments in the world.

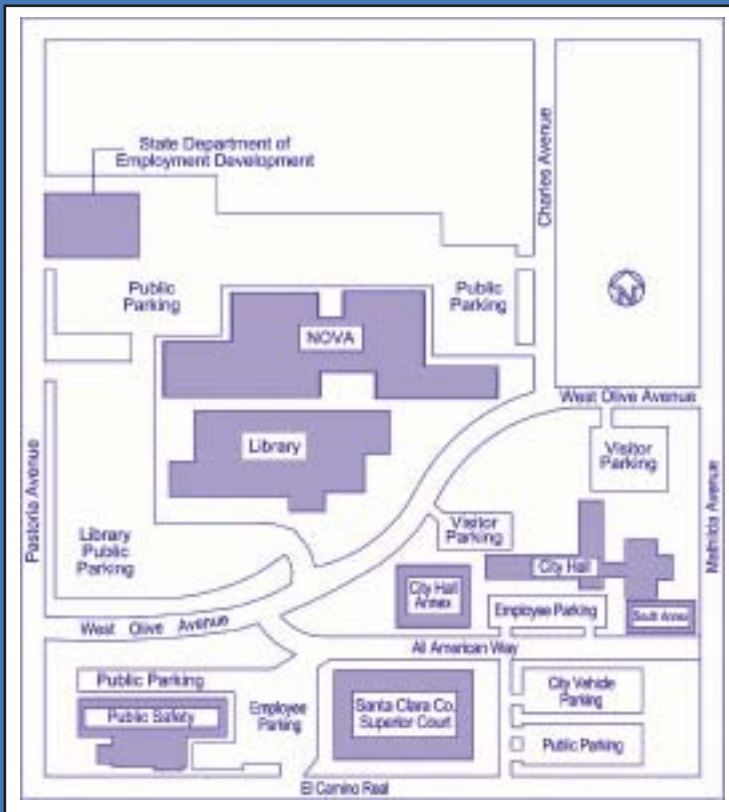
Our flexibility enables business to create and grow in the face of change. Our stability offers companies a complete, well-maintained infrastructure planned with ample capacity for predictable and consistent City services over the long term.

What Sets Sunnyvale Apart

- **Coordination of all business needs through the Economic Development Division ombudsman...** featuring "one phone call access" to a dedicated business advocate to coordinate City solutions
- **Streamlined City permit process...** through our *One-Stop Permit Center*, enabling companies to meet time-to-market goals
- **Maximum 21-day turnaround...** for plan checks with 90% of permits issued on the same day
- **Continuous program of excellence and customer service training...** for staff to better connect the City directly with its business customers
- **A comprehensive availability of goods and services...** from more than 10,000 retail, service, industrial, high tech, hospitality, and home-based businesses located in Sunnyvale
- **Highly educated and trained workforce...** with experience across technology, biotechnology, manufacturing and financial services
- **Superb quality of life...** featuring outstanding weather, excellent schools, local recreation and cultural activities, award-winning parks, excellent police & fire services, and a very low crime rate
- **Great central location...** for access to all of northern California through a network of well-maintained freeways, rail, major shipping ports and three international airports
- **History of business innovation and success...** that virtually created Silicon Valley and many of the most profitable companies in the nation
- **Leading edge research facilities in and around our city...** including Stanford University, UC Berkeley, prominent national laboratories including NASA Ames Research Center, Onizuka Air Force Base & Satellite tracking facility, Santa Clara University and San Jose State University



How Do I Find Important Places In Sunnyvale?



Sunnyvale Civic Center
456 West Olive Avenue
P.O. Box 3707
Sunnyvale, CA 94088-3707

**Sunnyvale
Community Center**
550 East Remington Drive
408-730-7350

City Hall

456 West Olive Avenue
408-730-7500

- One Stop Permit Center
- Community Development Dept.
- Economic Development Division
- Public Works Dept.
- City Attorney
- City Manager

NOVA Complex

505 West Olive Avenue

- Human Resources Department
- Parks & Recreation Department

City Hall Annex

650 West Olive Avenue

- Purchasing/Finance Dept.
- Information Technology Dept.

City Hall South Annex

603 All American Way

- Office of the City Manager
- Public Works Project Admin.
- Volunteer program

Public Library

655 West Olive Avenue
408-730-7300

NOVA Job Training

505 West Olive Avenue
Suite 550
408-730-7232

Santa Clara County

Superior Court

605 West El Camino Real
408-739-1503

Public Safety Department

700 All American Way
408-730-7100

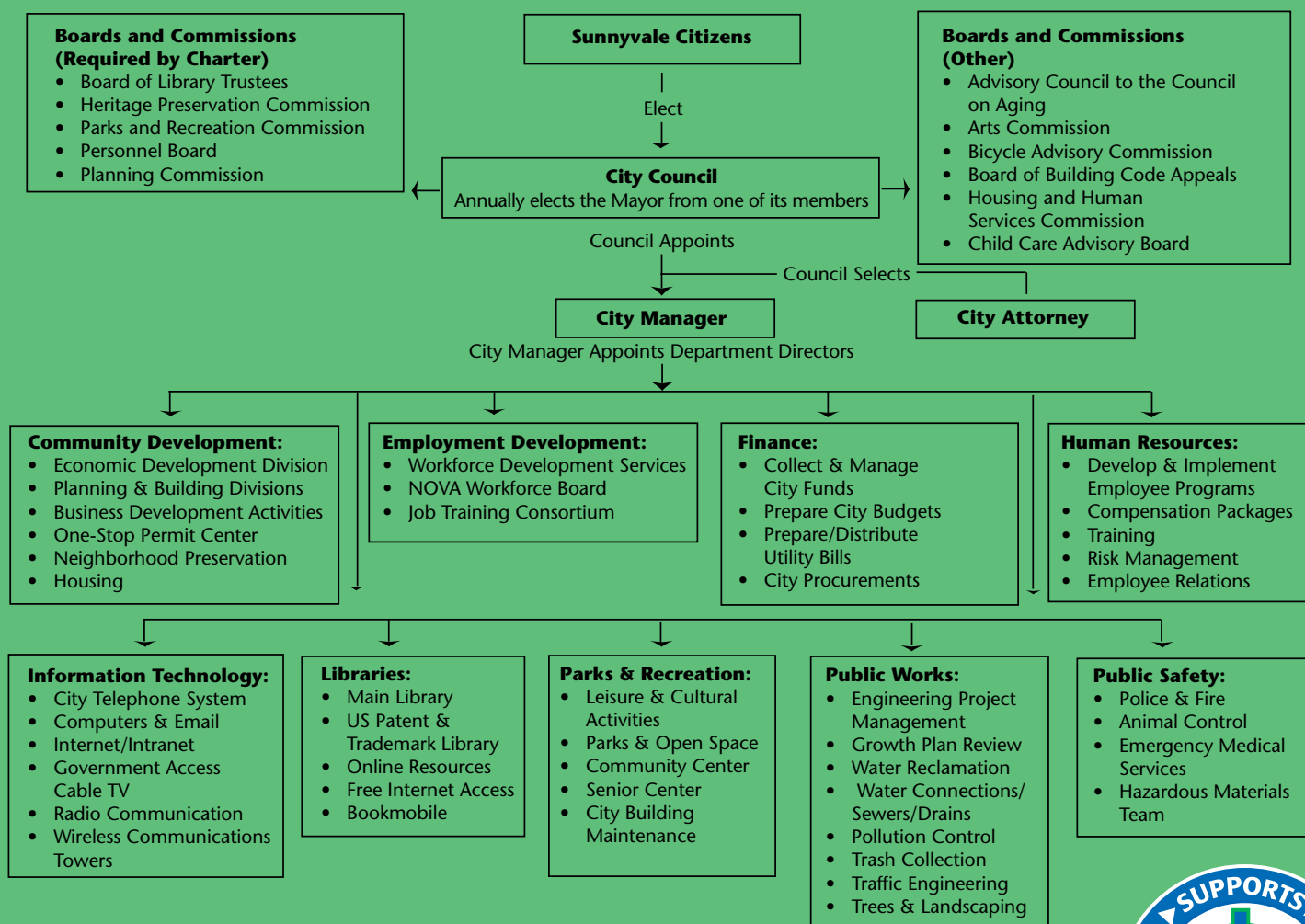
California Employment Development Department

420 South Pastoria Avenue
408-736-9031

How Is City Of Sunnyvale Organized & Who Are My Main Contacts?



City of Sunnyvale Organization Chart



How Is City Of Sunnyvale Organized & Who Are My Main Contacts?

Key Contacts for Sunnyvale Businesses:

Your main “Business Advocate” at the City of Sunnyvale is the Economic Development Division. Generally speaking, most of your questions, concerns or issues regarding doing business in Sunnyvale can be handled most effectively with just one phone call to this division, making them your best single “go to” contact:

Economic Development Division

408-730-7607

econdev@ci.sunnyvale.ca.us

Listed below are other City and non-City contacts that may be helpful in handling some of your business needs. For additional contacts and resources, please visit the City of Sunnyvale website at **www.ci.sunnyvale.ca.us**

Better Business Bureau
408-278-7400

City Hall – Main
408-730-7500
Deaf Access: 408 730 7501

Mayor/City Council
408-730-7473

City Attorney
408-730-7464

City Manager
408-730-7480
citymgr@ci.sunnyvale.ca.us

Community Development
408-730-7444
building@ci.sunnyvale.ca.us
planning@ci.sunnyvale.ca.us

Community Television
KSUN-Cable Channel 18
408-730-7594

County Assessor –
San Jose
408-299-3227

County Clerk
San Jose
408-299-2964

Electric & Gas Service –
PG&E
800-743-5000

Telephone Service –
SBC/Pacific Bell
800-750-2355

Employment Development
Department – State of CA
Sunnyvale Office
408-736-9031

Employment Development/
NOVA Job Training
408-730-7232
business-services@novaworks.org
www.novaworks.org

Finance
408-730-7380
finance@ci.sunnyvale.ca.us

Garbage Service
(Commercial)
408-730-7681

SMART Station (Dump)
408-752-8530

Recycling
408-730-7262
recycling@ci.sunnyvale.ca.us

Hazardous Materials
408-299-7300

Humane Society/
Animal Control Santa Clara
408-727-3383

Immigration &
Naturalization Service (INS)
San Francisco
800-375-5283

Labor Standards
Enforcement
415-557-7878

Library
408-730-7300
library@ci.sunnyvale.ca.us

National Weather Service
831-656-1725

Public Safety Dept.
(Police & Fire)
408-730-7100
pubsfty@ci.sunnyvale.ca.us

Public Works
408-730-7415
pubworks@ci.sunnyvale.ca.us

State Compensation
Insurance Fund
Worker’s Compensation
408-363-7600

Sunnyvale Center for
Innovation, Invention &
Ideas (SCI3)
Patent Information
408-730-7290

Sunnyvale Chamber
of Commerce
408-736-4971

Sunnyvale Community
Services
408-738-4321

Sunnyvale One-Stop
Permit Center
408-730-7444

Sunnyvale Post Office
800-275-8777

State Board of Equalization
Re-Sale Licenses
408-277-1231

Water Service - Commercial
408-730-7681

What Can Sunnyvale's One-Stop Center Do For Me?



Our *One-Stop Permit Center* opened in 1985 as the first of its kind. The City of Sunnyvale pioneered the concept of a single location where businesses could receive fast and convenient development related services including obtaining permits, licenses, information on developing their properties and operating a business in Sunnyvale. Its creation was guided by the feedback obtained from the business and industrial community, developers and property owners.

The *One-Stop Center* is supported by a City staff team that has adopted a *creative problem solving attitude*, with an *emphasis on solving problems before they arise*. The core team consists of members from the Community Development, Public Works and Public Safety Departments, who can work much more efficiently for you from this single location. Through the *One-Stop Permit Center*, the City of Sunnyvale is able to provide streamlined plan review and building permit issuance with over 90% of all building permits issued at the counter.

One-Stop Center

456 W. Olive Avenue
Sunnyvale, California 94086
8:00am—5:00pm *
(408) 730-7444
Deaf Access: 408-730-7501

Some of the key features of the *One-Stop Center* are:

- Coordinated customer contacts with specialized staff representatives
- Plans are checked and permits are issued in one location
- Streamlined permitting process
- Specific timeframes for plan check and permit turnaround
- Computerized land use information and building permit tracking system
- Plan checks and permit issuance combined in one location
- Special Small Business team
- Multi-lingual translation service
- Availability of reader friendly brochures on a variety of topics
- Adequate counter space and comfortable seating make your visit a pleasant experience

Please call or visit the following departments/divisions at the *One-Stop Center* any time during the hours shown below, Monday through Friday:

- **Building Inspector:** 8:00am—5:00pm*
- **Planner:** 8:00am—5:00pm
- **Public Works Engineer:** 8:00am—5:00pm
- **Neighborhood Preservation Specialist:** 8:00am—5:00pm
- **Housing Specialist:** 8:00am—5:00pm
- **Traffic Engineer:** 8:00am—5:00pm
- **Fire Prevention Engineer:** 8:30am—12:00noon
- **Structural Engineer:** 8:30am—12:00noon

* *Note: One-Stop Permit Center is closed from 12:00 noon to 1:00 p.m.*



What Are Some Interesting Facts About Sunnyvale That I Should Know?



Sunnyvale – Then & Now

From its humble beginnings as a small agricultural settlement in 1845, through its incorporation as a city in 1912, Sunnyvale has grown to become the “heart of the Silicon Valley”.

Change has been constant, and sometimes dramatic.

Sunnyvale’s history has always been based on its economy. Initially, the area’s vast open space and fertile soil were ideal for the fruit orchards that supported the settlement’s first residents. With the arrival of the railroad in 1864, the economic base of the community was able to expand, as canneries to process the fruit from the surrounding orchards were built near the rail lines. In 1906, the Hendy Iron Works relocated from San Francisco to Sunnyvale, continuing the area’s industrial development.

By 1940, the population had grown to about 4,400 and the Hendy Iron Works was taken over by Westinghouse to support the war effort. After the war, the defense-related industry arrived, capitalizing on the pleasant climate and Moffett Naval Air Station. Lockheed Missiles & Space Division was established in 1956, and soon became Sunnyvale’s largest employer. The 1950’s and 1960’s became the periods of largest growth for the community, resulting in a population of 96,000 in 1970.

The defense era gave way to the high-tech era when the microprocessor was introduced in 1971. During the years that followed, companies with foresight saw the potential of computers and the power of semiconductors. The City became the nexus of research, development and manufacturing that created Silicon Valley, and that legacy continues today in the era of the Internet.

Sunnyvale At-A-Glance

- Region: The Heart of Silicon Valley
- 24 Square Miles (5th largest city in the SF Bay Area)
- 72° (July) to 49° (January)
- Residential Population: 134,000
- Number of Businesses: Approx. 9,800
- Workforce: Approx 150,000
- Daytime Population: 230,000
- Average Household Income: \$ 86,000
- Education: 67% College Educated
- Golf Courses: 2
- Parks: 18 (total of 400 acres)
- Elementary, Middle & High Schools: 21 (public & private)
- Tennis Courts: 68 (13 at the world-class Municipal Center, & 55 at fifteen other locations)
- Sports Fields: 132 Multi-purpose
- Restaurants: 339
- Shopping Centers/Complexes: 52
- Major Hotels: 10 (total of 3,340 rooms and 38,000 sq. ft. of meeting space)
- Annual Events: Sunnyvale Chamber of Commerce Art & Wine Festival, Sunnyvale Downtown Association Summer Music Series, Hands On The Arts, Downtown Association Holiday Tree Lighting, State of the City Address

